

Enterprise Incident Report December 2012

As of 1/2/2013

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Public Service Commission	Help Desk	Julie VanBeekum	2 2	2 2
		Assigned to Individual Total	2 2	2 2
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	8 6	8 6
		Assigned to Individual Total	9 6	9 6
	Metro A Help Desk	Ed Conrad	2 2	2 2
		Edward Fortner	1 1	1 1
		Liz Evans	1 1	1 1
		Assigned to Individual Total	4 4	4 4
	Metro A Hosting	Thomas P Jones	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	FCR Total
Public Service Commission	Assigned Group Total	16	16
		12	12
Customer Company Total		16	16
		12	12

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Public Service Commission	Help Desk	Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	8 0	8 0
		Assigned to Individual Total	9 0	9 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro A Hosting	Thomas P Jones	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MIR Total
Public Service Commission	Assigned Group Total	16 0	16 0
Customer Company Total		16 0	16 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Help Desk	Julie VanBeekum	2 0.17	2 0.17
		Assigned to Individual Total	2 0.17	2 0.17
	Metro A Desktop Support	Nancy Hachmeister	1 0.07	1 0.07
		Rodney Austin	8 0.02	8 0.02
		Assigned to Individual Total	9 0.03	9 0.03
	Metro A Help Desk	Ed Conrad	2 0.00	2 0.00
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Metro A Hosting	Thomas P Jones	1 0.13	1 0.13

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			Low	ATTIR Total
Public Service Commission	Metro A Hosting	Assigned to Individual Total	1 0.13	1 0.13
	Assigned Group Total		16 0.05	16 0.05
Customer Company Total			16 0.05	16 0.05

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Help Desk	Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	8 0	8 0
		Assigned to Individual Total	9 0	9 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro A Hosting	Thomas P Jones	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MR Total
Public Service Commission	Assigned Group Total	16 0	16 0
Customer Company Total		16 0	16 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Help Desk	Julie VanBeekum	2 0.46	2 0.46
		Assigned to Individual Total	2 0.46	2 0.46
	Metro A Desktop Support	Nancy Hachmeister	1 0.08	1 0.08
		Rodney Austin	8 0.19	8 0.19
		Assigned to Individual Total	9 0.18	9 0.18
	Metro A Help Desk	Ed Conrad	2 0.09	2 0.09
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	4 0.05	4 0.05
	Metro A Hosting	Thomas P Jones	1 0.68	1 0.68

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			Low	ATTR Total
Public Service Commission	Metro A Hosting	Assigned to Individual Total	1 0.68	1 0.68
	Assigned Group Total		16 0.21	16 0.21
Customer Company Total			16 0.21	16 0.21

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Detail

INC000000618616	Sheri Bintz	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Public Service Commission	Low	Closed	TTR Missed: No	0.00	
INC000000620854	Melissa Paschal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Metro A Help Desk	Edward Fortner	Public Service Commission	Low	Closed	TTR Missed: No	0.00	
INC000000620888	Melissa Paschal	None	None	None	TIR Missed: No	0.07	
Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low	Closed	TTR Missed: No	0.08	
INC000000620952	Becky Wilson	PC/Laptop	Performance	None	TIR Missed: No	0.05	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.05	
INC000000621504	Melissa Paschal	None	None	None	TIR Missed: No	0.00	
Metro A Help Desk	Liz Evans	Public Service Commission	Low	Closed	TTR Missed: No	0.00	
INC000000622008	Carol Revelt	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.00	
INC000000622158	Melissa Paschal	None	None	None	TIR Missed: No	0.08	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.08	
INC000000622332	Sheri Bintz	PC/Laptop	Hardware	None	TIR Missed: No	0.07	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.18	
INC000000623615	Becky Wilson	None	None	None	TIR Missed: No	0.00	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.48	
INC000000625533	Melissa Paschal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Public Service Commission	Low	Closed	TTR Missed: No	0.07	
INC000000625740	Trixie Behr	None	None	None	TIR Missed: No	0.00	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.39	
INC000000625926	Sheri Bintz	None	None	None	TIR Missed: No	0.00	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.11	
INC000000628314	Darlene Cooper	Application	Password	Utah Master Directory	TIR Missed: No	0.34	
Help Desk	Julie VanBeekum	Public Service Commission	Low	Resolved	TTR Missed: No	0.91	
INC000000628663	Melissa Paschal	None	None	None	TIR Missed: No	0.13	
Metro A Hosting	Thomas P Jones	Public Service Commission	Low	Resolved	TTR Missed: No	0.68	
INC000000630312	Sheri Bintz	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Public Service Commission	Low	Resolved	TTR Missed: No	0.11	
INC000000630348	Sheri Bintz	None	None	None	TIR Missed: No	0.00	
Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Resolved	TTR Missed: No	0.21	